

# Truckee-Donner Recreation and Park District Policy Handbook

**POLICY TITLE:** Registration/Cancelation/Refund/Transfer Policy  
**POLICY NUMBER:** 305

## **305.10 Registration Policy**

The Truckee Donner Recreation and Park District is dedicated to providing you with high quality recreation services and park facilities. Our trained staff is happy to assist you in finding a class, activity or facility to meet your needs.

Payment is due in full at the time of registration/and when reservation is approved.

There is a \$25.00 NSF fee for returned checks or credit card transactions.

## **305.11 Cancellation Policy – Classes and Activities**

The District reserves the right to cancel a class or activity when the minimum number of registered participants is not met. Please register early to avoid class cancellations. If a class is canceled, you will automatically receive a full refund from the District in approximately 4 weeks.

## **305.12 Refund/Transfer Policy – Classes and Activities**

A Refund Request Form must be completed for all refunds. [Click here to download.](#)

A \$15.00 processing fee per participant per activity will apply for all refunds.

A \$5.00 processing fee per participant per activity will apply for all transfers.

Participants may request a refund or transfer prior to the second class meeting for most classes unless otherwise noted in the class description. Some restrictions may apply.

Outdoor classes may be re-scheduled by the District due to weather. No refunds or credits will be issued for weather related re-scheduling.

No refunds will be given for one-time classes, trips, tours, special events, golf activities, food services, sports leagues, or non-attendance of the participant.

Refund requests may be submitted along with receipt and completed refund request form via fax at (530) 582-7724, in person at the Truckee Donner Recreation and Park District office located at 8924 Donner Pass Road, Truckee, CA, or via email to [info@tdrpd.org](mailto:info@tdrpd.org).

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Refunds will be issued to the original payer by check for check or cash payment, and back to the credit card account for credit card payment. Please allow up to four weeks for refunds to be processed.

Refunds for medical reasons of the participant must be supported by a doctor's note and will be considered on a case by case basis.

## **305.13 Cancellation/Refund Policy – Facility Rental**

The Truckee Donner Recreation and Park District must be given notice of any cancellation of a weekend or of a weekday rental as soon as possible. Cancellation fee policy is strictly enforced.

Admin Fee charged for each facility rental is always non-refundable/non-transferable.

If canceled one (1) month or more in advance of rental date, fifty percent (50%) of the rental fees will be retained, and fifty (50%) of the rental fees will be refunded.

If canceled less than one (1) month from the rental date, one hundred percent (100%) of the rental fees will be retained, and zero percent (0%) of the rental fees will be refunded.

Rentals are made in an area where the weather is unpredictable. The District is not responsible for weather conditions and effects it may have on scheduled events at a rented facility. No refunds will be issued because of poor weather conditions, with the following exception.

If a facility is closed by the District due to weather, a refund will be issued.

## **305.14 Refund Policy – Camps**

A \$5.00 processing fee per participant transfer will apply to all transfers.

Camp fees paid may be transferred to future sessions of the same camp if space is available, as long as you contact the TDRPD office by Tuesday the week prior to the week being changed, excluding exceptions such as overnights and pre-paid trips, which are non-refundable or transferable.

Fifty percent (50%) of camp fees will be refunded if you are unable to move your dates.

No refunds or credits will be given to any cancellation from the Wednesday before the week in question, including for sickness!

Credits not used by the end of camp will be forfeited to that camp.